

Attendance:

Anne Pitlyk (UHLS), Deanna DiCarlo (UHLS), Gillian Friedlander (APL), Meg Maurer (APL), Sue Hoadley (WSTR), Elizabeth Putnam (EGRN), Melissa Tacke (CAST), Cathy Brenner (BETH)

Digital Resources

Flipster

- Circulation of digital magazines is up overall. Many locations have shown increased circulation over this time last year. D. DiCarlo asked for feedback on Flipster.
 - M. Tacke has begun putting labels on print magazines to advertise the new digital platform
 - S. Hoadley would like the web reports to be easier to generate and wondered if there was any way for the system to pass that feedback on to Ebsco.

OverDrive

- Many libraries across the country have plateaued in terms of ebook and downloadable audiobook checkouts, but UHLS libraries continue to grow!
- S. Hoadley was happy to report that WSTR has broken 1,000 circs for the first half of the year!
- C. Brenner was wondering why Libby has been pushed so hard. D. DiCarlo said that it has been completely managed by OverDrive, we have no control over the Libby add on our OverDrive landing page.
 - The consensus was that because OverDrive has started pushing Libby ahead of their stated Fall rollout, some staff training might be necessary.

Mango

- Mango is doing well. D. DiCarlo went over the most popular languages and asked if anyone had been planning any program around this database.
- M. Maurer said that, since Literacy NY is not offering their ESL programs in August, she will be hosting an ESL session in the computer lab. She plans to use that as an opportunity to introduce patrons to Mango's English language learning options.
 - E. Putnam asked if there was a way to give feedback to Mango about their ESL options. EGRN used to use Pronunciator, which has more language offerings and more advanced lessons. She likes the usability of Mango over Pronunciator, but would like to see more from Mango.
 - The languages that would be most used by local patrons would be Burmese, Nepali, Farsi, and Urdu.
- M. Tacke reported that a patron came to CAST to register for a library card just so they could get access to Mango!

Ancestry

- 100% of UHLS libraries have been accessing Ancestry! D. DiCarlo reminded everyone that the State Library has some resources available remotely through Ancestry.

GVRL

- D. DiCarlo has checked with representatives from Gale, and there are no updated test prep books available for purchase.
 - M. Maurer pointed out that some test prep guides, such as those for the general civil service exam, aren't updated that often.
 - UHLS will do a content review to determine if updated versions of the guides are actually available.
- M. Tacke said that she has often checked GVRL for patrons and it rarely has what they need.
- E. Putnam asked if librarians should look into buying test prep books in OverDrive, which has started offering the Passport series of prep books.
 - M. Maurer pointed out that OverDrive now offers new guides for TASC and TEAS.
 - D. DiCarlo pointed out that people were excited about the simultaneous use model of GVRL, but that if the content isn't there, simultaneous use doesn't matter.

Boopsie

- No one reports patron feedback on Boopsie yet. UHLS only officially launched the app a few weeks ago, and already we have seen almost 1,000 downloads. Almost every location has at least one download.
- S. Hoadley mentioned that her library will need to purchase new barcode scanners that can scan from a phone.
- C. Brenner pointed out that the library card barcode scanning has been troublesome. Patrons have to enter their barcode manually, and if they make a typo it can cause problems at check out.

NOVEL NY

- NOVEL NY now offers Britannica Academic, Britannica School, and Britannica Escolar. There is an archived webinar available for anyone who wants to get trained.
- E. Putnam was pleasantly surprised to see the additional content Britannica offers beyond just encyclopedia articles.
- The UHLS website has linked to the NOVEL NY Helpdesk, so members who want to check their stats can send a ticket to the helpdesk to get a username.

Digital Content Feedback

- E. Putnam would like Consumer Reports, either through Flipster or in a separate database.
 - M. Tacke wondered how the back issues work in Flipster v. the full database.
 - D. DiCarlo explained that Flipster would offer back issues starting from the date Ebsco started offering the title. The Consumer Reports database would offer more back issues. D. DiCarlo will get price quotes for both.
 - C. Brenner pointed out that the database has a lot of nice search capabilities.
- D. DiCarlo asked whether people would rather have Consumer Reports or Novelist with Encore integration. Those in attendance wanted them both equally.
 - C. Brenner said that BETH kept Novelist when UHLS did not renew the system's subscription and that it is worth the cost.
 - M. Tacke asked how we can move funds from the Central Library budget, perhaps by expanding OverDrive contributions from libraries, to put towards these databases.

Adult Literacy Grant

- Feedback from the public workshops has been overwhelmingly positive. An APLP patron called to say that a workshop led by Dr. Tom changed his life!
- All three presenters would be happy to do professional development workshops for UHLS members.
- S. Hoadley said that the Hill Towns worked together to promote the three workshops that were hosted at RVLL.
 - With WSTR and BERN added, 17 member libraries participated.
- M. Tacke asked if a talk on selling things on Etsy or eBay would be a good use of these funds.
- Instead of purchasing books again, D. DiCarlo will buy a subscription to a resume builder. The two options on the table are Cypress Resume and Optimal Resume.
 - A. Pitlyk demonstrated Cypress Resume and spoke about Optimal Resume.
 - There was a consensus that Cypress Resume was the better option for the kind of patron who is most likely to use them.

Spotlight on Senior Services

- D. DiCarlo recently gave a presentation to the Guardian Society that was sold out (30 attendees). Everyone there was a regular library user!
 - Audience members were asked to provide feedback on their hopes and concerns. Health issues were high priority for many people. For a full list of responses, see the appendix.
- D. DiCarlo asked how librarians were already considering seniors in their libraries.

- C. Brenner said that BETH recently moved their Large Print collection from the back to the front of the library, considering potential accessibility issues for the patrons who will want to check out those titles. A nearby senior center often busses seniors to the library to attend programs.

Program Go Around

- The Legal Project is piloting a video conferencing program at RCS, BRUN, and COHS to remotely assist patrons who need help navigating legal matters.
- M. Maurer said that once a month, the Bach Branch hosts an “Ask the Nurse” program. Patrons (mostly seniors) can come in and ask health related questions to an RN.
- M. Tacke hosted a talk about bees, “The Buzz about Honey Bees,” by a man who runs a nearby apiary. He also brought in several types of honey for tasting. She has also started scheduling computer help appointments on site when she brings the CAST bookmobile to area nursing homes.
- C. Brenner said that BETH’s series of movies for seniors continues to be very popular. The movies are shown with the closed captioning on, which many of the senior patrons appreciate. BETH used Beanstack for their adult summer reading program this year and will report back on how it worked.
 - Anyone who got Beanstack up and running after the mobile app launched can contact Deanna to add it to your page.
- E. Putnam spoke about EGRN’s digital grandparents program, in which the library pairs seniors who need tech help with high school and college aged students. EGRN’s adult summer reading program has had a record year for sign ups. The farmers market continues to grow and now features live music.
- S. Hoadley has transitioned her regular book discussion group into her adult summer reading program.
- G. Friedlander said that APL has been working on a program at a few locations that is similar to EGRN’s digital grandparents program and it has been going well. The librarian at the Bach Branch is working on putting together a program that will engage senior volunteers with senior patrons.

Next meeting: September 20th